# Respect Revisited: Building a Sustainable Civility Program

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### LEGACY

How would I like to be remembered?

## Types of Civility

Equal Employment Opportunity/Law

Other Types/Not in Legal Code

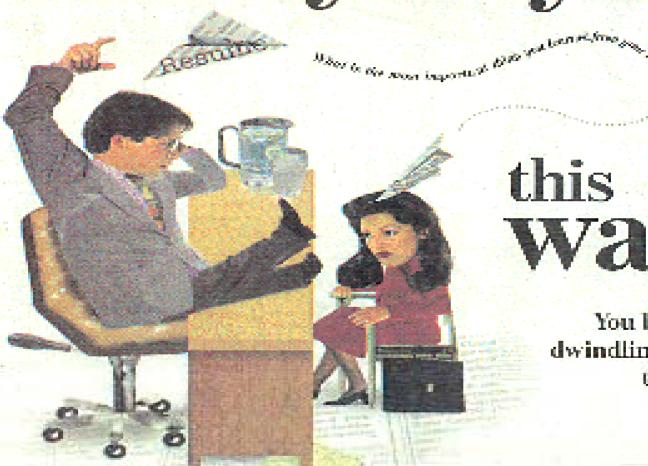
## Incivility Causes Convergence Factors

- Stress
- Staffing Shortages
- Work Overloads
- Traffic/Urban Congestion
- Lack of Sleep
- Because we Can
- Not Valued
- Not Taught in the Home/School
- Affluenza
- Software over "Humanware"

## Examples of Workplace Incivility

- Not returning phone calls, e-mails
- Demeaning, belittling, harassing others
- Rumoring and gossiping
- Not keeping appointments
- Failing to share credit for group work

## Can they treat you



way?

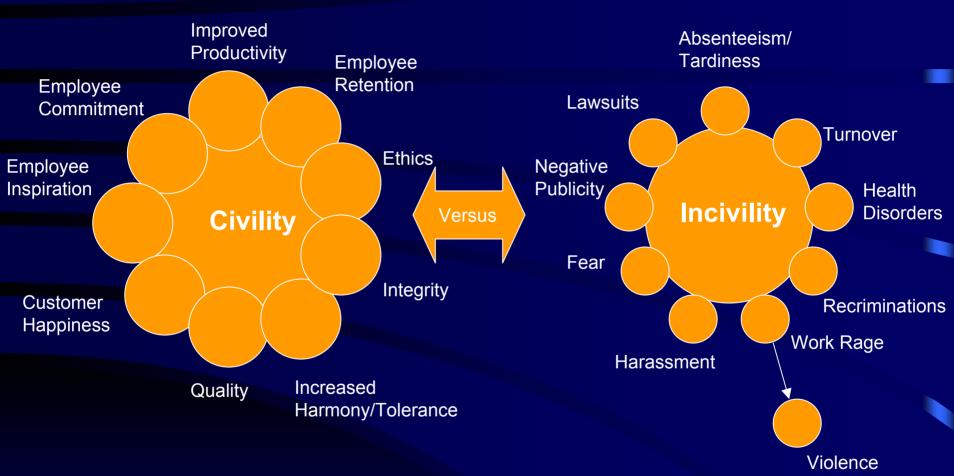
You bet your dwindling assets they can

## Objectives

- Raise awareness about lack of civility, respect, ethics, integrity
- Develop ways to apply respect in the workplace—internal/external
- Obtain ideas for implementing a civility program

#### **Interconnected Properties of Civility**

### **Disconnected Properties of Incivility**



## Reducing Workplace Incivility

- Heed Warning Signals
- Do Not Punish Messenger
- No Excuses for Powerful
- Do Not Transfer Employees Who Should Be Fired

## Sustainable Program

- Quality Booklet
- Note Cards/Promise
- Campaign
- Performance Appraisal

## **LEGACY**

Share what I wrote down

### THANK YOU

When You Do Good Work
It Will Get Known

With Appreciation to Gail Williams and NASA/Goddard Employees